



**CITY OF TEMPE
WORK FORCE DIVERSITY
PROGRESS REPORT**

July 1999

Prepared by
the
Human Resources Department
Recruitment Team

INTRODUCTION

Federal laws prohibit employment discrimination based on race, color, gender, age, religion, national origin or disability. In 1977 and 1984, respectively, the Tempe City Council adopted resolutions in support of federal law, affirming Tempe's support of equal employment opportunity and affirmative action (see Appendix A and B). City Rules and Regulations reinforce the City's equal employment opportunity commitment and specify recourse for victims of discrimination (see Appendix C).

The City's equal employment opportunity policy mandates that all personnel practices be based on merit and ability regardless of race, color, religion, disability, gender, age, or national origin. Under no circumstances will discriminatory treatment of any individual or group be encouraged or tolerated.

Moreover, the City of Tempe continuously strives to maintain and strengthen its position as an equal opportunity employer through good faith efforts to attract, hire and retain a diverse employee population, which is representative of the qualified local labor market. In order to monitor, evaluate and improve our progress toward work force parity, the City's employee profile is compared to City of Tempe and Maricopa County civilian labor market statistics each fiscal year. These statistics are obtained from the most current data available from the United States Census Bureau.

The intent of these good faith efforts is to continue to provide quality services to the citizens of Tempe through the use of our most valued resource--our employees, who shall continue to be reflective of both our community and the local labor market from which we recruit to the greatest extent possible.

EQUAL OPPORTUNITY COMMITMENT

City of Tempe employees have long been recognized as people of vision, who are committed to the principles of excellence. Part of that vision, part of reaching the goal of excellence, is a commitment to the right of all people, regardless of race, gender, religion, place of origin, age or disability to an equal opportunity in employment. As with all our achievements, only by working together will this vision be accomplished.

Taking affirmative actions to ensure an environment of non-discrimination is nothing new for the City. We have and will continue to recruit, hire and train people in all job classifications on the basis of qualifications. However, behind this policy must be an attitude of support and cooperation. It is this attitude, filtering throughout the entire organization, that keeps the momentum of the vision going.

Every employee is responsible for ensuring that the vision becomes reality. In spirit as well as in letter we must assure that equal opportunity is available to all. I hope you will join us in demonstrating a positive personal attitude of respect and caring, in pursuing what is just and fair. Together, we can make a difference.

Gary Brown
City Manager

Shirley Kanode
Human Resources Director

WORK FORCE DIVERSITY PLAN

The City of Tempe is an equal employment opportunity/reasonable accommodation employer. This plan sets forth the good faith efforts by which the City will continue to attract and retain a diverse employee population, reflective of the qualified local labor market to the greatest extent possible.

Affirmative action, as defined by the EEOC, consists of "those actions appropriate to overcome the effects of past or present practices, policies, or other barriers to equal employment opportunity" (29 CFR 1608.1-c, 1979). In order to ensure that City of Tempe work force imbalances result solely from legitimate nondiscriminatory practices, the City will conduct regular work force parity comparisons. In cases where underrepresentation is revealed, the City will act in good faith to achieve labor market parity without encouraging the preferential treatment of any person or group. Good faith efforts will include but not be limited to:

1. Continuous communication of the City's equal employment opportunity commitment to employees, applicants, and the general public;
2. Active outreach recruitment of qualified candidates from underutilized groups, both within the organization and externally (see Appendix E);
3. Ongoing monitoring of all personnel practices relating to recruitment, testing, hiring, promotion, compensation, benefits, transfer, discipline, termination, and training to ensure impartial and nondiscriminatory administration;
4. Prompt and confidential investigation of discrimination complaints, including swift discipline for retaliation (see Appendix C).

These good faith efforts reinforce the City's equal employment opportunity policy, which mandates that all personnel practices be based on merit and ability regardless of race, color, religion, disability, gender, age, or national origin (City of Tempe Rule 1-102). Under no circumstances will discriminatory treatment of any individual or group be encouraged or tolerated.

1999

WORK FORCE PARITY

COMPARISON

**CITY OF TEMPE
WORK FORCE REPRESENTATION
JULY 1999**

GROUP	CITY OF TEMPE EMPLOYEE REPRESENTATION	CITY OF TEMPE AVAILABLE LABOR FORCE*	MARICOPA COUNTY AVAILABLE LABOR FORCE*
Hispanic	16.48	8.49	14.11
African American	2.89	2.63	3.00
Asian American	1.15	3.30	1.65
Native American	1.09	1.28	1.38
<i>TOTAL Minorities</i>	21.61	15.70	20.14
<i>TOTAL Females</i>	28.99	44.14	45.00

Source: 1990 Census of Population and Housing (all figures used represent percentages).

Categories:

Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Latin culture or origin.

African American: All persons (not of Hispanic origin) in any of the Black racial or cultural groups of Africa.

Asian American: All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, this area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.

Native American: All persons having origins in any of the original peoples of North America (including American Indian, Eskimo, and Aleut), and who maintain cultural identification through tribal affiliation or community recognition.

CITY OF TEMPE
FEMALE REPRESENTATION
BY
FEDERAL JOB CATEGORY
JULY 1999

JOB CATEGORY	TOTAL EMPLOYEES	FEMALES (#)	FEMALES (%)
Officials & Administrators	46	10	21.74
Professionals	344	127	36.92
Technicians	153	11	7.19
Protective Service Workers	402	45	11.19
Paraprofessionals	58	41	70.69
Administrative Support	223	199	89.24
Skilled Craft Workers	80	2	2.50
Service Maintenance	253	17	6.92
<i>TOTAL</i>	<i>1,559</i>	<i>452</i>	<i>28.99</i>

CITY OF TEMPE
MINORITY REPRESENTATION BY
FEDERAL JOB CATEGORY
JULY 1999

Job Category	Total	Caucasian		Hispanic		African American		Asian American		Native American		Other*		Total Minorities	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	46	42	91.30	2	4.35	2	4.35	0	.00	0	.00	0	.00	4	8.70
Professionals	344	291	84.59	34	9.88	9	2.62	8	2.33	2	.58	0	.00	53	15.41
Technicians	153	118	77.12	24	15.69	7	4.58	2	1.31	1	.65	1	.65	34	22.22
Protective Service Workers	402	354	88.06	33	8.21	8	1.99	2	.50	3	.75	2	.50	46	11.44
Paraprofessionals	58	44	75.86	8	13.79	4	6.90	2	3.45	0	.00	0	.00	14	24.14
Administrative Support	223	173	77.58	31	13.90	6	2.69	4	1.79	6	2.69	3	1.35	47	21.08
Skilled Craft Workers	80	66	82.50	12	15.00	1	1.25	0	.00	0	.00	1	1.25	13	16.25
Service Maintenance	253	127	50.20	113	44.66	8	3.16	0	.00	5	1.98	0	.00	126	49.80
TOTAL	1,559	1,215	77.93	257	16.48	45	2.89	18	1.15	17	1.09	7	.45	337	21.61

*Employees in the "Other Category" are not included in "Total Minorities".
Percentages rounded to the nearest hundredth of a percentage point.

APPENDIX

APPENDIX A

RESOLUTION NO. 1436

**A RESOLUTION OF THE CITY COUNCIL
OF THE CITY OF TEMPE, ARIZONA,
ADOPTING AN OFFICIAL POLICY STATEMENT
PERTAINING TO EQUAL EMPLOYMENT
OPPORTUNITY AND AFFIRMATIVE ACTION PROGRAM**

* * * * *

WHEREAS, Article IV, Section 4.02 (a) of the Charter of the City of Tempe provides in part the following:

"All appointments and promotions of City Offices and employees shall be made solely on the basis of merit and fitness demonstrated by examination or other evidence of competence."

and

WHEREAS, it has long been the policy of the City of Tempe to provide equal opportunity in its employment on the basis of merit and fitness and without discrimination on the basis of sex, race, national origin, color, religion, age or handicap, and

WHEREAS, the City of Tempe recognizes that it has a special responsibility to take what action it can to provide real employment opportunities for all employees and citizens of the City of Tempe,

NOW THEREFORE, BE IT RESOLVED that the Tempe City Council does hereby reaffirm its policy to ensure equal opportunity in employment for all persons; to prohibit discrimination in employment because of sex, race, national origin, color, religion, age or handicap; and to promote the full realization of equal employment opportunity through a continuing intensive affirmative action program. The program shall be introduced and implemented in each department of the City and shall be an integral part of every aspect of personnel management, employment, development, advancement, compensation and treatment, to the maximum extent possible.

BE IT FURTHER RESOLVED, that the Tempe City Council does hereby adopt the attached Affirmative Action Program.

PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF TEMPE, ARIZONA, this 12 day of May, 1977.

A signed copy of this resolution is on file in the City Clerk's Office

APPENDIX B

RESOLUTION NO. 1887

**A RESOLUTION OF THE CITY COUNCIL
OF THE CITY OF TEMPE, ARIZONA,
ADOPTING AN OFFICIAL POLICY STATEMENT
PERTAINING TO NONDISCRIMINATION OF THE
PHYSICALLY DISABLED**

* * * * *

WHEREAS, it has long been the policy of the City of Tempe that all services, activities and programs designed to meet the health, welfare, safety, recreational and cultural needs of its citizens be provided without regard to any physical or mental handicap,

NOW, THEREFORE, BE IT RESOLVED that the Tempe City Council does hereby reaffirm its policy of nondiscrimination and that all City services, activities and programs shall be provided in a manner and facility that insures accessibility and usability by all physically and mentally disabled individuals.

PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF TEMPE, ARIZONA, this 11th day of October, 1984.

A signed copy of this resolution is on file in the City Clerk's Office

APPENDIX C

CITY OF TEMPE RULES AND REGULATIONS

RULE 1. **GENERAL PROVISIONS**

Section 102. **Equal Employment Opportunity/Affirmative Action**

It is the policy of the City of Tempe to assure equal employment opportunity to all qualified person based solely on an individual's ability to perform the essential functions of a job, regardless of race, color, religion, disability, sex, age, or national origin. The City's equal employment policy applies to all human resources-related activities.

RULE 4. **EMPLOYEE STATUS**

Section 409. **Equal Employment Opportunity**

A. Definition

Employment discrimination based upon an employee's race, color, sex, religion or national origin is a violation of Title VII of the Civil Rights Act of 1964, as amended while discrimination based upon an employee's disability is a violation of the Rehabilitation Act of 1973 and Title I of the Americans with Disabilities Act of 1990. Age discrimination is a violation of the Age Discrimination in Employment Act, as amended. Discrimination is the differential treatment of an employee in any aspect of employment based upon their race, color, sex, religion, national origin, disability or age.

B. Complaint Procedure

Employees who feel that they have been discriminated against should report the incident to their supervisor immediately. If the employee's immediate supervisor is the source of the discrimination, the employee should report the problem to the supervisor's superior or the Human Resources Director. The supervisor or the Human Resources Director shall promptly notify the Department Director of the complaint. A job applicant who believes he or she has been a victim of discrimination may file a complaint with the Human Resources Director. See City of Tempe Equal Opportunity Complaint Form.

No employee will be subject to any form of retaliation or discipline for pursuing an employment discrimination complaint. Any employee found guilty of retaliation will be disciplined.

C. Investigation Procedure

Upon receipt of a complaint alleging employment discrimination, the Department Director will promptly notify the Human Resources Director. The Department Director and the Human Resources Director will fully investigate the complaint. The Human Resources Director will work with the department to obtain and evaluate all relevant evidence with what has occurred and determine what remedy is appropriate. If there is reasonable cause to believe that employment discrimination has occurred, recommendations will be made by the Department Director for specific remedial and disciplinary actions. The complainant and the party charged will be notified of the findings.

D. Confidentiality

All complaints shall be kept confidential except to satisfy the provisions of this rule and as may be required by law. All City personnel who are involved with or aware of investigations are expected to maintain the same level of confidentiality.

APPENDIX D

Description of Job Categories:

- (01) Officials and Administrators - Occupations in which employees set broad policies, exercise overall responsibility for the execution of these policies, or direct individual departments or special phases of the agency's operations. Examples include: City Manager, Deputy City Manager, department heads, assistant department heads, and similar positions.
- (02) Professionals - Occupations requiring specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge. Examples include: Human Resources Analyst, Fire Captain, Police Lieutenant, Management Assistant, Librarian, Risk Manager, City Attorney, and similar positions.
- (03) Technicians - Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. Examples include: Environmental Investigator, Code Enforcement Officer, Communications Network Technician, Building Inspector, Police Sergeant, Engineering Technician, and similar positions.
- (04) Protective Service Workers - Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Examples include: Police Officer, Firefighter, Jailer, Fire Engineer, Parking Enforcement Officer, Jail Supervisor, and Paramedic.
- (05) Paraprofessionals - Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually requires less formal training and/or experience normally required for professional or technician status. Examples include: Library Aide, Housing Specialist, Human Resources Technician, Police Community Service Officer, Fire Education Specialist, Paralegal, and similar positions.
- (06) Administrative Support - Occupations (including clerical and sales) in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Examples include: Secretary, Administrative Clerk, Police Records Clerk, Telecommunicator, Court Services Specialist, Customer Service Representative, Permit Technician, Administrative Secretary, Reprographics Operator, Distribution Clerk, and similar positions.

- (07) Skilled Craft Workers - Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the processes involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Examples include: Equipment Mechanic, Facility Technician, Plant Operator, Control Center Operator, Plant Electrician, Traffic Signal Service Worker, Parks and Golf Course Mechanic, and similar positions.
- (08) Service Maintenance - Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. Examples include: Custodian, Equipment Operator, Groundskeeper, Water Meter Reader, Pest Control Worker, and similar positions.

APPENDIX E-1

RECRUITMENT SOURCES FOR MINORITIES AND WOMEN

Arizona Informant Newspaper

Arizona Women's Education and Employment

Asian American Times

Asian Pacific Careers

Black Board of Directors Project

Black Careers Now (Internet)

Black Progress Review

Chicanos Por La Causa

Hispanic Hotline

La Mesita

National Minority Update

Navajo Times

Phoenix El Sol Newspaper

Phoenix Human Service Department
Senior Services Division, Older Workers Program

Phoenix Indian Center, Inc

Phoenix Women's Commission

Saludos Hispanos (Internet)

The Black Collegian

APPENDIX E-2

RECRUITMENT SOURCES FOR DISPLACED WORKERS

AZ Department of Economic Security

Dislocated Worker Assistance Center (DWA)

Drake, Beam, Morin Corporation

Gila County Reemployment and Pre-layoff Assistance Center

JTPA

Maricopa Community College District/Economic Dislocated Worker
Acceptance Association Center

APPENDIX E-3

RECRUITMENT SOURCES FOR THE ECONOMICALLY DISADVANTAGED

City of Phoenix Employment and Training Division

Goodwill Industries

Maricopa County Job Training Partnership Act

Tempe Community Action Agency

APPENDIX E-4

RECRUITMENT SOURCES FOR OLDER WORKERS

Plus 50 Place Center, Inc.

City of Phoenix Older Workers Program

APPENDIX E-5

RECRUITMENT SOURCES FOR VETERANS

ASU Veteran Services Office

Department of Economic Security Veterans Association Hospital

State of Arizona

Veteran Center

APPENDIX E-6

RECRUITMENT SOURCES FOR STUDENTS

Arizona Institute of Business and Technology
Arizona State University Career Services
Arizona State University Department of Leisure Studies
Brigham Young University
Chandler Public Library
Cochise College
Devry Institute of Technology
High-Tech Institute
Gateway Community College
Glendale Community College
Keller Graduate School of Management
Lamson Junior College
Mesa Community College Career Center
Northern Arizona University Career Planning and Placement
Phoenix College
Phoenix Institute of Technology
Phoenix Job Corps Center
Refrigerator School
Rio Salado Community College Career Center

APPENDIX E-7

RECRUITMENT SOURCES FOR THE GENERAL PUBLIC

Arizona Parks and Recreation Association
Chandler Public Library
City of Chandler Personnel
City of Hemet
City of Mesa Personnel
City of Peoria
City of Phoenix Personnel
City of Scottsdale Personnel
City of Tempe
City of Yuma
Department of Economic Security Job Service
Department of Public Safety Human Resources
Eastern Oregon University/Learning Center
Eastern AZ College
Family Life Radio
Gilbert Library
Glendale Human Resources
Glendale Public Library
LDS Employment Center
Maricopa County Library District
Occupational & Career Service
Phoenix Public Library

Tempe Public Library
Scottsdale Public Library
Town of Gilbert Personnel

APPENDIX E-8

RECRUITMENT SOURCES FOR INDIVIDUALS WITH DISABILITIES

Advocates for the Disabled
AZ Bridge & Individual Living (ABIL)
Epilepsy Society of America
Gov't Council on Developmentally Disabled
Gomper Center for the Handicapped
Tempe Center for Habilitation (TCH)
Valley Center for the Deaf

APPENDIX F

RECRUITMENT CONFERENCE

Hispanic Women's Conference

ASU Spring Career Fair

Luke Air Force Base Career Fair